

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Aerospace Testing and Facilities Operations and Maintenance (ATOM) procurement. This procurement is a follow-on requirement for Aerospace Testing and Facilities Operations and Maintenance (ATOM) Services providing testing, operations, and maintenance services for Wind Tunnel, Space Transportation, and associated support facilities at NASA Ames Research Center. These facilities include but are not limited to: Subsonic Wind Tunnels, Pressure Wind Tunnels, Transonic Wind Tunnels, Ballistic Range Complex, ArcJet Complex, Fluid Mechanics Laboratory, and Sensor Laboratory. These facilities are national aerospace test facilities utilized by NASA, private industry, universities, DOD, and other government agencies. (see attached Statement of Work)

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of their solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA, Ames Research Center, Attn: Ronnee R. González, Code JAC:227-4, Moffett Field, CA 94035-1000, telephone 650-604-4386. Facsimile responses are acceptable, Attn: Ronnee R. González, fax 650-604-0270. E-mail responses may be sent to: Ronnee.R.Gonzalez@nasa.gov.

A response to this questionnaire is requested to the above address no later than _____.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

Experience and Past Performance Questionnaire

Offeror:	
Contract Number:	
Agency/Company:	

1. Provide the following information concerning your contract:

a. Type of Contract: (e.g., CPFF, CPIF, CPAF, FFP, or describe); _____

Competitive? ☐ Yes ☐ No

☐ Follow-on or ☐ new requirement?

Please provide the title of the requirement and a brief description: _____

b. Period of Performance (including extensions/options)

From: _____ To: _____

c. Contract dollar value (including all options) \$ _____

d. Was the Contractor the ☐ Prime or ☐ Sub?

e. Size of the Contractor's work force (Work Year Equivalents [WYEs]) _____

Total work years provided under the contract (WYEs) _____

f. Type of services provided: Check all Contractor Provided Functions for this contract	Approximate percent of total contract staff
<input type="checkbox"/> 1. Testing Services (<i>Test Planning, Preparation, Operation, Post-Test Services in High-Risk, Ground-Based Facilities</i>)	
<input type="checkbox"/> Aeronautical	
<input type="checkbox"/> Aerospace	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 2. Development Projects (<i>Test/Diagnostic Techniques, Facilities, Data Systems, Model/Test Apparatus</i>)	
<input type="checkbox"/> Aeronautical/Aerospace Related	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 3. Utility System Operation	
<input type="checkbox"/> 4. Maintenance and Repair	
<input type="checkbox"/> 5. Administrative Support	
<input type="checkbox"/> Procurement of Task-Related Items or Services	
<input type="checkbox"/> Configuration Management	
<input type="checkbox"/> Calibrations	
<input type="checkbox"/> Other _____	

GENERAL

1. List three of the contractor's major strengths & how contract performance was affected:

- _____
- _____
- _____

2. List three of the contractor's major weaknesses & how contract performance was affected:

- _____
- _____
- _____

OVERALL RATING

Using the adjectival ratings below, please assign an overall rating. _____

If the choice were yours alone, would you select this Contractor for the follow-on contract?

Yes ☐

No ☐

Comments:

SPECIFIC

The Past Performance evaluation assesses the contractor's performance under previously awarded contracts for the same, or similar requirements. The past performance evaluation is an assessment of the Government's level of confidence in the Offeror's ability to perform the solicitation requirements as described in the Statement of Work. The past performance evaluation shall be in accordance with FAR 15.305(a)(2) and NFS 1815.305(a)(2).

Use the following ratings to respond to the questions below. Please select one rating per statement, using the following definitions. Please provide additional remarks to further explain any rating and in response to the more detailed questions.

Definition of Ratings

Excellent (E)	Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
Very Good (VG)	Consistent record of successful past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Good (G)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract; and it demonstrates effective performance; fully responsive to

	contract requirements; reportable problems, but with little identifiable effect on overall performance.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available
Satisfactory (S)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract and may be limited in terms of the size, scope and complexity when compared to this contract; demonstrates meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Poor (P)	The Offeror's relevant past performance demonstrates performance that does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance.

a. **RELEVANT TECHNICAL PERFORMANCE**

1. Rate the overall technical quality of this contractor for your contract.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

2. Rate the contractor's record in compliance with technical and schedule requirements. Discuss any contractor-caused schedule slips.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

3. Rate the contractor's record and effectiveness in dealing with unexpected changes to technical requirements.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

4. Rate the contractor's utilization of innovative and resource-efficient solutions to satisfy technical requirements.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

5. Rate the contractor's key personnel's performance and relevant experience.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

6. Rate the contractor's quality, accuracy, and completeness of technical documentation.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

b. CONTRACT MANAGEMENT

1. Rate the contractor's safety record, including ability to protect the environment, ability to protect the safety of its employees, and safe use of Government facilities.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

2. Rate the contractor's ability to manage multiple, concurrent, and complex technology tasks.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

3. Rate the contractor's record in conformance with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

4. Rate the contractor's record in accurately estimating and controlling costs including overhead, addressing underruns or overruns, if any.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

5. Rate the contractor's record in recruiting, developing, and retaining a workforce with appropriate skills for contract performance. Describe any issues experienced ((e.g. salary, fringe benefits)?

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

6. Rate the contractor's record in effectively managing subcontractors and adhering to or ability to meet their goals for Small Business, Small Disadvantaged Business, HBCU's, MI's, and Women-owned Small Business subcontracting.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

7. Rate the contractor's record in handling labor, including union, related issues, if any.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

8. Rate the ability of the contractor to retain incumbent contractor employees during first year of contract performance for which the offeror was not the incumbent.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

9.. Rate the contractor's management of the phase-in period to ensure continuity of operations, in cases where the offeror was not the incumbent.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

10. Rate the ability of the contractor to manage technology transfer including export control Government sensitive, and third-party proprietary data issues.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

11. Rate the Contractor's ability to identify and mitigate risks (including risks associated with cost, schedule, deliverables, and milestones), to ensure mission success.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

c. **CORPORATE MANAGEMENT RESPONSIVENESS**

1. Rate the qualifications and effectiveness of on-site contract management and the level of autonomy the site manager had in managing the contract.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

2. Rate the contractor's corporate management involvement in the contract operations.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

3 Rate the contractor's availability of corporate resources when required.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

4. Rate the contractor's ability to maintain high quality contract performance when changes are made to lines of authority.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

5. Rate the contractor's ability to avoid increases in direct and indirect overhead rates.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

6. Rate the contractor's corporate management responsiveness to resolve performance problems.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

7. Rate the contractor's ability to operate free from organizational conflicts of interest.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P

c. Additional Information

1. If a new contractor, what was the percentage of incumbent staff retention during transition?

Key _____ Other _____

What percent of the incumbent staff did the Contractor attempt to retain?

Key _____ Other _____

Was this appropriate?

Was this the amount proposed?

2. Did the Contractor provide the key personnel proposed?

Yes ☐ No ☐

If no, please explain _____

3. How many key and other personnel resigned during the first 12 months of the contract period of performance?

Key _____ Other _____

What was the breakout?

Incumbent _____ New Hire _____

4. Upon their departure, were key personnel replaced appropriately and in a timely manner?

Yes ☐ No ☐ N/A ☐

If no, please explain _____

5. If hiring was required at any time after the start of the contract, did the contractor identify appropriate vacancy skill sets and fill those vacancies with the appropriate skills and expertise in a timely manner?

Yes ☐ No ☐ N/A ☐

If no, please explain _____

6. If the contract's scope was increased, or decreased, was the contractor proactive in meeting new requirements?

Yes ☐ No ☐ N/A ☐

If no, please explain _____

7. Did any regulatory violations occur because of Contractor's actions?

Yes ☐ No ☐

8. Did the contractor hire foreign nationals for the contract?

Yes ☐ No ☐

If yes, please discuss any issues that arose during the hiring action. _____

Submitted By (Signature) _____

_____ Date: _____

Name (printed) _____

Phone, Commercial: _____ FAX _____

Position/Title: _____

Relationship to Program: _____

Length of Involvement in Program _____